



# State of Louisiana

Louisiana Department of Health  
Bureau of Health Services Financing

## VIA E-MAIL ONLY

June 6, 2017

Mr. Brian Shipp  
Amerigroup Louisiana, Inc.  
22 Century Blvd, Ste 220  
Nashville, TN 37214

Dear Brian:

### **RE: Notice of Closure - Updating of Systems/Daily Incremental Third Party Liability Files**

By Notice of Action dated February 22, 2017, Amerigroup Louisiana (AMG) was notified of its failure to update its system with all records from the daily incremental Third Party Liability (TPL) files as required by the contract between AMG and the Louisiana Department of Health (LDH).

Section 5.13.1.8 of the contract provides:

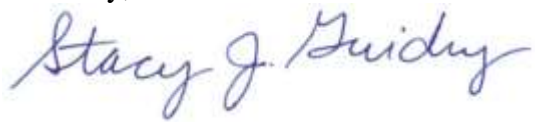
MCO must update its system with daily TPL records sent from LDH's Fiscal Intermediary (FI) within one (1) business day of receipt. MCO must reconcile its system with weekly TPL reconciliation files sent from LDH's FI within one (1) business day of receipt. If a P enrolled member is unable to access services or treatment until an update is made, the MCO must verify and update its system within four (4) business hours of receipt of an update request. P enrolled members are members enrolled with the MCO for Medical, Behavioral Health, Pharmacy and Transportation services.

AMG was given until May 15, 2017 (extended deadline) to demonstrate compliance with the contract. AMG has demonstrated compliance, so this matter will be closed. However, should AMG in the future fail to update its system with all daily TPL records, resulting in incomplete TPL information and/or records which are not in sync with LDH's fiscal intermediary, LDH reserves the right to impose penalties in accordance with Section 20 of the contract.

Please do not hesitate to contact me if you have any questions.

Mr. Shipp  
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Sincerely,



Stacy Guidry  
Section Chief, Health Plan Management

SG/lj

cc: Kerri Capello  
Bryan Hardy  
Jen Steele  
Kim Sullivan  
File #: AMG2-03